

BEFORE THE  
POSTAL RATE COMMISSION  
WASHINGTON, DC 20268

In the Matter of:

Hailesboro, NY 13445  
Post Office State ZIP Code

Docket No: AZ011-72

Natalie J. Spilman, Petitioner(s)

PARTICIPANT STATEMENT

1. Petitioner(s) are appealing the Postal Service's Final Determination concerning the Hailesboro NY post office. The Final Determination was posted August 9, 2011.  
(date)

2. In accordance with applicable law, 39 U.S.C. § 404(d)(5), the Petitioner(s) request the Postal Regulatory Commission to review the Postal Service's determination on the basis of the record before the Postal Service in the making of the determination.

3. Petitioners: Please set out below the reasons why you believe the Postal Service's Final Determination should be reversed and returned to the Postal Service for further consideration. (See pages of the Instructions for an outline of the kinds of reasons the law requires us to consider.) Please be as specific as possible. Please continue on additional paper if you need more space and attach the additional page(s) to this form.

\* See attached Participant  
Statement \* (NS)

10 pages total

BEFORE THE  
POSTAL RATE COMMISSION  
WASHINGTON, DC 20268  
October 16, 2011

In the Matter Of:

Hailesboro, NY Post Office 13645

Docket No. A2011-72

Natalie J. Spilman, Petitioner

PARTICIPANT STATEMENT

The United States Postal Service filed a Final Determination to close the Hailesboro, NY Post Office and Continue to Provide Service by Rural Route Service on August 9, 2011. The citizens and customers of the Hailesboro, New York Post Office wish to keep the Post Office open in Hailesboro, NY and retain it as its current status of a United States Post Office operated by a Postmaster and Career postal employee. The Postal Service's Final Determination should be reversed and returned to the Postal Service for further consideration.

On May 11, 2011, the United States Postal Service posted a Proposal to Close the Hailesboro, New York Post Office and Continue to Provide Service by Rural Route Service at the Hailesboro, New York Post Office. In response to the Proposal to Close, I mailed a 123 page document on June 30, 2011 to Ed Phelan, District Manager, United States Postal Service stating our concerns with their Proposal to Close the Hailesboro, New York Post Office. The response is docketed in the Hailesboro Administrative Record Docket A2011-72, Page #330 to Page #453, Item #38, Page 39a through Page 162. Please consider the entire response as part of this participant statement as the document is lengthy and is already included in the Hailesboro Administrative Record A2011-72.

The Postal Service's Final Determination should be reversed and returned to the Postal Service for further consideration for the following additional reasons:

1. The process of which the United States Postal Service uses to determine whether a Post Office should be closed is flawed and needs further review of the Postal Regulator Commission.

The Hailesboro, New York Post Office was "studied" for review in part due to the fact that the postmaster position became vacant when the postmaster (Nellie Dimon) retired on June 29, 2010. (Refer to Hailesboro Administrative Record A2011-72, Item #18, Page #1, "U.S. Postal Service, Post Office Closing or Consolidation Proposal Fact Sheet" Prepared on March 30, 2011, Section #11 – Staffing) The Hailesboro, New York Post Office currently has a "Postmaster" working as an "Officer in Charge" at the post office. On June 29, 2010, the United States Postal Service installed an "Officer in Charge" to operate the Hailesboro, New York Post Office. Kimberly Strife was installed as the "Officer in Charge" and her first day on the job coincided with Nellie Dimon's last day of work for the United States Postal Service on June 29, 2010.

According to an Online website that allows database searches for 2011 United States Postal Service Employees, [http://php.CourierPostOnline.com/data\\_public/datauniverse/usps](http://php.CourierPostOnline.com/data_public/datauniverse/usps), Kimberly A. Strife is listed as a United States Postal Service Employee with hire year of 1995, Ms. Strife's title/position is listed as Postmaster, salary is listed as \$49,537/Yr., facility is listed as Fine, city is listed as Fine and zip code is listed as 13639. The United States Postal Service chose to place Kimberly Strife (a Postmaster from the Fine, New York Post Office) at the Hailesboro, New Post Office upon Nellie Dimon's retirement and have her work under the title of "Officer in Charge". Ms. Strife is a Postmaster who receives a Postmaster salary and has been working at the Hailesboro, New York Post Office since June 29, 2010. The Hailesboro, New York Post Office should not be studied for closure because the United States Postal Service chose to place a "Postmaster" as an "Officer in Charge" at the Hailesboro, New York Post Office when the Postmaster retired on June 29, 2010.

The Actual "Study" consisted of a Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail during time period of March 5, 2011 through March 18, 2011 (Refer to Hailesboro Administrative Record A2011-72, Item #10, #11, and #12, Page #1). The instructions for the Window Transaction Survey are listed on the document itself. The Officer in Charge was to place a / mark in the columns to keep track of every transaction and then was instructed to calculate the average daily retail workload in minutes based on figures listed on the Window Transaction Survey document of which the average daily retail workload in minutes consisted of 85.4 minutes per day. The United States Postal Service is grasping at straws if they think that the Postmaster/Officer in Charge is only busy for 85.4 minutes per day at the Hailesboro Post Office. The formula used to calculate the workload minutes per day is unbelievable and we all know that each transaction does not take the same amount of time. The "Study" was also conducted during a 13 day time period in March and might have different results if the study was done over a longer time period and an average was calculated. The "study" figures are not 100% accurate. The Officer in Charge might spend 20 minutes helping a customer figure out how to send a package in the most efficient and cost effective way, or helping the customer fill out forms for mailing packages, etc. The Officer in Charge also has many other duties besides standing behind the counter and waiting on customers. The Officer in Charge has to put the mail up in the boxes, prepare the mail for pick up, inventory stamps and supplies, take care of the property (shoveling, sanding, mopping, sweeping, cleaning, ice melt), putting up and taking down the American flag, retrieving the mail out of the snorkel box, complete paperwork for the United States Postal Service, prepare reports, respond to emails,

answer phone calls, wait on customers, cash out, scan parcels and many other duties that they are asked to do for their District Manager and other employees of the United States Postal Service.

On April 15, 2011 the United States Postal Service placed letters in the 133 Post Office Boxes at the Hailesboro, New York Post Office notifying the customers that they would like our opinion concerning a possible change in the way postal service is provided. The letter advised that post office representatives will be at the Hailesboro New York Post office lobby on April 28, 2011 from 8:00 a.m. to 12:00 p.m. The representatives would be available to answer questions and provide information about their service. (Refer to Hailesboro Administrative Record A2011-72, Page 32, Item #21, Page #1) Jeffrey Sands, Manager Post Office Operations and Diane LaBarge, Postmaster from Hermon, NY were the United States Postal Service Representatives that were in attendance. The meeting was an "open house" format in the small lobby of the Hailesboro Post Office. Sixty people were in attendance on this day. I specifically asked Jeffrey Sands why the meeting was being held in the small lobby during a time span of 4 hours during the day instead of at a Town Hall or Church at a time when all citizens and customers could attend in the evening. Mr. Sands advised that "all pertinent regulations were being followed". (Refer to Hailesboro Admin Record, Page 260, Item #25, Page #2) The United States Postal Service did not reach out to all citizens and customers of the Hailesboro, New York Post Office to obtain their opinion as they only notified the 133 Post Office box holders via letter dated April 15, 2011 and held a "Community Meeting" 13 days later on April 28, 2011 from 8:00 a.m. to 12:00 p.m. at the Post Office which was at a time and place that was not convenient for all citizens and customers to attend. The Hailesboro Post Office Community Meeting was the only community meeting in St. Lawrence County that was held during the day at the actual Post Office. The Depeyster Post Office community meeting was held on April 28, 2011 from 6:00 p.m. to 8:00 p.m. at the Town Hall, West Stockholm Post Office Community Meeting was held on May 11, 2011 from 6:00 p.m. to 8:00 p.m. at the Fire Hall, and the Parishville Post Office Community Meeting was held on May 23, 2011 at 6:00 p.m. at the Town Hall. The United States Postal Service did not reach out to any Town Official before scheduling the Community Meeting and we feel that they should have. On the morning of the Community meeting, we were all crammed into the small lobby, shoulder to shoulder, 2 to 3 people deep during the meeting as the majority of the community arrived at 8:00 a.m. People trying to get their mail and conduct business had to squeeze through to get to their boxes and to the counter. This was not appropriate. The consensus from the people attending the meeting was that Jeffrey Sands had already made up his mind on the proposal to close the Hailesboro Post Office before he arrived at the Hailesboro Post Office to conduct the meeting on April 28, 2011. Diane LaBarge accompanied Jeffrey Sands at the Community Meeting and was in charge of having people sign in to the meeting and keep track of customer concerns/comments. Diane LaBarge's conduct at the meeting became argumentative on occasion and we did not feel this was proper. One of the topics that she was argumentative was in regards to when a customer voiced their concern for the safety of their mail in a rural mail box. Diane LaBarge reported that the NY State Police were contacted and there have been no cases of vandalism. (Refer to Hailesboro Administrative Record A2011-72, Page #20, Page 14 and 14a). The real truth is that the United States Postal Service inquired of vandalism of mailboxes to the New York State Police and Sgt. Travis Dann advised that their request was too broad to process and that they do get reports of mailboxes being damaged every month in the 1,400 square miles that they cover. Sgt. Travis Dann also gave the United States Postal Service his business card and asked them to contact him for a



request that is more specific of which I assume the United States Postal Service did not follow up on.

2. United States Code Title 39 Section 101(b) states "The Postal Service shall provide a Maximum degree of effective and regular postal services to rural areas, communities, and small towns where post offices are not self-sustaining. No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal services be insured to residents of both urban and rural communities."

The Hailesboro, New York Post Office was established on September 30, 1858 and resides in the Hamlet of Hailesboro, located in Town of Fowler, St. Lawrence County. The Hailesboro, New York Post Office serves not only the 2,202 residents of the Town of Fowler, it also serves citizens of adjoining communities and is located in the Heart of Hailesboro on Main Street. The Post Office is a landmark in the community and serves as a way to keep track of the community members. The Hailesboro Post Office is located in a predominately rural area of which many residents do not have access to cable television, internet, cell phone service and there is no public transportation.

If the Hailesboro, New York Post Office is closed, it will place an undue hardship on the citizens and customers of the Post Office. We will be forced to spend money erecting mailboxes and/or travel a distance to retrieve our mail from a Post Office box. The Post Office Box rentals at the Gouverneur Post Office are more expensive. The Gouverneur Post Office also only has 74 available boxes to rent and we currently have 133 boxes rented at the Hailesboro Post Office. Of the 133 boxes that are rented at the Hailesboro Post Office, 59 of the boxes are rented by elderly/disabled citizens age 62 and above. We will also have the expense of purchasing, installing and maintaining a rural route box if we chose to receive our mail in that fashion. We find it hard to believe that it cost less money to deliver mail to a rural route box rather than to a Post Office box. Rural route boxes are not as safe and secure as a Post Office Box. The elderly/disabled citizens will not be able to travel to the Gouverneur Post Office to get their mail as some residents do not drive and there is only 1 legal parking space in front of the Gouverneur Post Office. The Handicap Parking space at the Gouverneur Post Office is located in the back of the building with a dumpster in a portion of the Handicap parking space. The Hailesboro Post Office has parking for a minimum of 10 vehicles and has handicap parking and a ramp parallel to the entrance and has two small steps in the front to enter the Post Office. Pictures of the Hailesboro and Gouverneur Post Offices are located in the Hailesboro Administrative Record A2011-72, Page 434 to 443, Item #38, Page 143 to 152 and Page 449 to 453, Item #38, Page 158 to 162. In our opinion, there is no comparison between the Gouverneur and Hailesboro Post Offices.

For several years, we have had the impression that the Gouverneur, New York Post Office would like our Post Office to close so they can benefit from our revenue and increase their financial figures. Unfortunately, their wishes might come true if this Proposal to Close is finalized. Since the proposal to close the Hailesboro Post Office was posted, a rural carrier

named Brenda who is employed at the Gouverneur New York Post Office has been advising citizens and customers of the Hailesboro NY Post Office that the Hailesboro New York Post Office is closing and encouraging customers to open Post Office Boxes in Gouverneur and erect rural route boxes (of which she delivers in the Hailesboro area). We find Brenda's behavior very inappropriate. The Officer in Charge at the Hailesboro, New York Post Office does not advise or encourage the customers when asked about the possible closing of the Hailesboro, New York Post Office.

The Hailesboro, New York Post Office does not operate at a deficit and is self-sustaining. As stated in the Final Determination, (Refer to the Hailesboro Administrative Record A2011-72, Page 528, Item #47, Page #2 and Page 537, Item #47 and Page #11) the annual lease is listed as \$6,780.00, the office receipts for the last three years is listed as \$60,635.00 in 2008; \$67,792.00 in 2009; and \$63,163.00 in 2010. The Postmaster salary is listed as \$33,168.00 with fringe benefits of \$11,111.00. The total annual cost is listed as \$51,059.00. The annual Cost of Replacement service is listed as \$15,611 and the Total annual savings is listed as \$35, 448.00. The annual lease and office receipts are perceived as accurate. The Postmaster salary and fringe benefits figures listed are questionable as we do not know what/whose salary this figure was based on. The annual cost of replacement service figure of \$15,611.03 (Refer to the Hailesboro Administrative Record A2011-72, Page 27, Item #17, Page #2 (Rural Route Cost Analysis Form) is also questionable as the figure is based on the postal service's guess that they will be delivering to 106 new rural route boxes if the Hailesboro NY Post Office is closed. The figures also incorporate the fact that 391.35 hours will be added per year for the rural route delivery of 106 boxes at a cost of \$39.89 per hour with no additional cost for mileage of which is hard to believe.

3. The Proposal to Close and The Final Determination to Close the Hailesboro New York Post Office lists "businesses and organizations – none". (Refer to Hailesboro Administrative Record Docket A2011-72, Page 270, Item #33, Page 1 through Page 7 and Page 508, Item #41, Page 1 through Page 13) There are a total of 67 businesses located in the Town of Fowler of which 17 businesses reside in the Hamlet of Hailesboro, New York. Hailesboro also has a Senior Citizen housing unit with 12 apartments, a NYSARC permanent housing unit for 5 disabled residents, a softball field, basketball court, and the Gouverneur Country Club golf course. This information is not reported on the Proposal to Close and the Final Determination even though it was submitted in my response to the proposal to close. (Refer to Hailesboro Administrative Record Docket A2011-72, Page 424, Item #38, Page #132, 133 and 134.

4. There are several discrepancies involving documents filed in the Hailesboro NY Docket 1365949-13645 Official Record posted at the Hailesboro, NY Post Office and with the Hailesboro Administrative Record Docket A2011-72 filed by the United States Postal Service on September 28, 2011 with the Postal Regulatory Commission.

The Hailesboro New York Post Office has a black binder labeled "Hailesboro NY Docket 1365949-13645" with notation on the front cover "Official Record" and "Customers may read it however they may not remove it from your retail area. Keep behind counter unless requested".

In reviewing the Official Record at the Hailesboro, New York Post Office it has been found that the Hailesboro NY Docket 1365949-13645 Official Record does not reflect the Hailesboro Administrative Record Docket A2011-72 filed by the United States Postal Service on September 28, 2011 with the Postal Regulatory Commission. The discrepancies are noted below and I ask that the Postal Regulatory Commission carefully review the discrepancies and investigate the accuracy and validity of the Hailesboro Administrative Record Docket A2011-72 filed with your agency.

a) There are a total of 71 letters dated May 4, 2011 that are filed in the Hailesboro NY Docket 1365949-13645 Official Record at the Hailesboro, NY Post Office, Item #22, Page 1 through Page 71, that are addressed to individual people and signed by Jeffrey Sands, Manager, Post Office Operations. The 71 letters dated May 4, 2011 are not included in the Hailesboro Administrative Record Docket A2011-72 filed by the United States Postal Service with the Postal Regulatory Commission. The letters are obviously computer generated and all have the same first paragraph which states "Thank you for returning your questionnaire concerning the proposed discontinuance of the Hailesboro Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken." The first letter is addressed to Nelson Dailey, and the following are addressed to Hrold Hamilton, Kelly Fetterman, Brad and Ann Farr (Spelling ?), Kelzo Shrewsberry, Robert L. Moore III, Ricky W. Newvine, Dorothy J. Alton, Howard and Glennis Dashner, Kathy Whitton, Michael Wranesh, Nancy Chapin, Nancy Bice, Jodi Hatch, Trudy Parow, Alice H. Phelps, Grant P. Mitchell, Donald A. Backus, Walter J. Lacks, Alicia Porter, Anonymous 3, Christopher and Elizabeth Steele, Stacey Allen Lanphear, Timothy Prashaw, Terry S. Platt, B.G. Bridenhagen, Linda and Wayne Bigarel, Barbara J. MacTurk, Barbara J. MacTurk, Dan and Chris Fuller, Barbara J. MacTurk, Susan M. Spilman, Johnson A. Stirie, and so forth continuing to the last (71<sup>st</sup>) letter which is addressed to Dianne Devendorf.

b) There are a total of 71 letters dated September 15, 2011 filed in the Hailesboro Administrative Record Docket A2011-72, Page 180 through Page 250, Item #22, Page # 1 through Page # 71, that are addressed to individual people and signed by Jeffrey Sands, Manager, Post Office Operations. The 71 letters dated September 15, 2011 are not filed in the Hailesboro NY Docket 1365949-13645 Official Record at the Hailesboro, NY Post Office. The letters are obviously computer generated and all have the same first paragraph which states "Thank you for returning your questionnaire concerning the proposed discontinuance of the Hailesboro Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken." The first letter is addressed to Nelson Dailey, and the following are addressed to Hrold Hamilton, Kelly Fetterman, Brad and Ann Farr (Spelling ?), Kelzo Shrewsberry, Robert L. Moore III, Ricky W. Newvine, Dorothy J. Alton, Howard and Glennis Dashner, Kathy Whitton, Michael Wranesh, Nancy Chapin, Nancy Bice, Jodi Hatch, Trudy Parow, Alice H. Phelps, Grant P. Mitchell, Donald A. Backus, Walter J. Lacks, Alicia Porter, Anonymous 3, Christopher and Elizabeth Steele, Stacey Allen Lanphear, Timothy Prashaw, Terry S. Platt, B.G. Bridenhagen, Linda and Wayne Bigarel, Barbara J.

MacTurk, Barbara J. MacTurk, Dan and Chris Fuller, Barbara J. MacTurk, Susan M. Spilman, Johnson A. Stirie, and so forth continuing to the last (71<sup>st</sup>) letter which is addressed to Dianne Devendorf.

c) The next discrepancy noted involves the Hailesboro NY Docket 1365949-13645 Official Record at the Hailesboro, NY Post Office, Item #38, Page 26, 31, 38 and 39. On August 9, 2011 the Final Determination to Close the Hailesboro NY Post Office was posted and I was at the Hailesboro, New York Post Office reading the Official Record. In reviewing the Official Record, I noticed that there were a total of three letters dated August 5, 2011 that were addressed to myself, Natalie Spilman and signed by Jeffrey Sands, Manager, Post Office Operations of which I never received from the United States Postal Service. The letters are obviously computer generated and all have the same first paragraph which states "Thank you for taking the time to submit your comments to the proposal to close the Hailesboro Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service." I immediately called Nadine Tremblay, Post Office Review Coordinator at (518) 452-4085 to report my finding. Ms. Tremblay was not available and I left two voice mails advising that there were three letters posted in the Official Record dated August 5, 2011 and addressed to me and that I did not receive. I also advised that one of the letters was addressed to me at a Sackets Harbor, NY address of which is the incorrect address. Ms. Tremblay received my voice mail messages as the United States Postal Service filed an amendment to the Official Record noting my call. (Refer to the Hailesboro Administrative Record, Docket A2011-72, Page 454 through 459, Item #38, Page # 164 through Page #168). On August 12, 2011, I received a Certified Return Receipt letter from Nadine Tremblay that contained copies of three letters dated August 9, 2011 and signed by Jeffrey Sands, Manager, Post Office Operations. The letters received on August 12, 2011 are similar to the three letters dated August 5, 2011 and filed in the Official Record book at the Hailesboro, NY Post Office.

d) In further investigating the letters dated August 5, 2011 that I did not receive, I found that there is a discrepancy in regards to one of the letters addressed to myself which is filed in the Hailesboro NY Docket 1365949-13645 Official Record at the Hailesboro, NY Post Office, Item # 38, Page # 38 and Page #39. I found that I am in possession of a letter dated July 18, 2011 that has the exact same Docket 1365949-13645, Item #38, Page #38 and Page 39 listed at the top as the letter dated August 5, 2011. The July 18, 2011 letter also has the exact same wording in the body of the letter as the letter dated August 5, 2011. The only difference is that the letter is signed by Tim M. Mills, Manager Post Office Operations and dated July 18, 2011. The two page letter dated July 18, 2011 is not filed in the Hailesboro NY Docket 1365949-13645 Official Record at the Hailesboro, NY Post Office, nor is it filed in the Hailesboro Administrative Record Docket A2011-72 with the Postal Regulatory Commission. When I received the letter dated July 18, 2011, I recall asking the Officer in Charge at the Hailesboro Post Office who Tim Mills was as his name and signature was on the letter. I was told that Tim Mills is the Postmaster at Clayton and fills in for Jeffrey Sands when he is on vacation.



e) The next discrepancy noted is in regards to the fact that there are a total of 38 letters dated August 5, 2011 that are filed in the Hailesboro NY Docket 1365949-13645 Official Record at the Hailesboro, NY Post Office, Item #38, Page 1 through Page 41 and the 38 letters are not filed in the Hailesboro Administrative Record Docket A2011-72 filed by the United States Postal Service. The letters are obviously computer generated and all have the same first paragraph which states "Thank you for taking the time to submit your comments to the proposal to close the Hailesboro Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service." and is signed by Jeffrey Sands, Manager, Post Office Operations. The first letter is addressed to Sharyn Barnhart & Lea Dickson, and the following are addressed to Sharyn Barnhart & Lea Dickson, Sharyn Barnhart & Lea Dickson, Bridgette Lapierre, Judy Saur, Mary E. Benware, Mary E. Benware, Mary E. Benware, Shirley & Brent Johnson, Chris, Lea E. Dickson, Grace Gates, Paul Gates, Elaine Boney, Cynthia Fuller, Ruth Donaldson, Darlene Ceonyeau, Richard E. Jones, Lea E. Dickson, Philip Bigarel, Kathryne Bigarel, Jodi Hatch, Ricky Newvine, Nellie Dimon, June Kelsey, Natalie Spilman, Gary & Olive Horning, Shelley L. Dodds, Andrew Miller, Natalie Spilman, Gary & Olive Horning, Ricky W. Newvine, Jodi Hatch, Nellie Dimon, Jennifer Callicutt, Grace Gates, Natalie J. Spilman, and Bethany A. Kirby.

f) Due to the fact that I did not receive three letters dated August 5, 2011 from the United States Postal Service, my suspicion was raised. I took it upon myself to investigate whether the other 35 letters dated August 5, 2011 were received by the people that they were addressed to. Upon contacting all parties listed in the above paragraph(e), I found that not one person received a letter dated August 5, 2011 from the United States Postal Service signed by Jeffrey Sands. The United States Postal Service did not mail the letters dated August 5, 2011 to the people listed in paragraph e.

g) There are 38 letters dated September 15, 2011 filed in the Hailesboro Administrative Record Docket A2011-72, Page 460 to 500, Item #38, Page 1 through Page 41 that are not filed in the Hailesboro NY Docket 1365949-13645 Official Record at the Hailesboro, NY Post Office. The letters all start out with the same paragraph "Thank you for taking the time to submit your comments to the proposal to close the Hailesboro Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service" and the letters are signed by Jeffrey Sands. The first letter is addressed to Sharyn Barnhart & Lea Dickson, and the following are addressed to Sharyn Barnhart & Lea Dickson, Sharyn Barnhart & Lea Dickson, Bridgette Lapierre, Judy Saur, Mary E. Benware, Mary E. Benware, Mary E. Benware, Shirley & Brent Johnson, Chris, Lea E. Dickson, Grace Gates, Paul Gates, Elaine Boney, Cynthia Fuller, Ruth Donaldson, Darlene Ceonyeau, Richard E. Jones, Lea E. Dickson, Philip Bigarel, Kathryne Bigarel, Jodi Hatch, Ricky Newvine, Nellie Dimon, June Kelsey, Natalie Spilman, Gary & Olive Horning, Shelley L. Dodds, Andrew Miller, Natalie Spilman, Gary & Olive Horning, Ricky W. Newvine, Jodi Hatch, Nellie Dimon, Jennifer Callicutt, Grace Gates, Natalie J. Spilman, and Bethany A. Kirby.

h) As stated in the previous paragraph (g), there are 38 letters dated September 15, 2011 filed in the Hailesboro Administrative Record Docket A2011-72, Page 460 to 500, Item #38, Page 1 through Page 41 that are not filed in the Hailesboro NY Docket 1365949-13645 Official Record at the Hailesboro, NY Post Office. Due to the fact that I did not receive three letters dated September 15, 2011 from the United States Postal Service referred to in paragraph (g), my suspicion was once again raised. I took it upon myself to investigate whether the other 35 letters dated September 15, 2011 were received by the people that they were addressed to. Upon contacting all parties listed in the above paragraph(g), I found that not one person received a letter dated September 15, 2011 from the United States Postal Service signed by Jeffrey Sands. The United States Postal Service did not mail the letters dated September 15, 2011 to the people listed in paragraph g.

i) There is a document “Proposal to Close the Hailesboro, NY Post Office and Continue to Provide Service by Rural Route Service (Revised)” signed by Tim Mills and dated May 11, 2011 (with Jeffrey Sands, Manager Post Office Operations listed under Tim Mills signature) filed in the Hailesboro Administrative Record Docket A2011-72, Page 508 to 520, Item #41, Page 13 and also filed in the Hailesboro NY Docket 1365949-13645 Official Record at the Hailesboro, NY Post Office, Item #41, Page #1 and Page 2. The first time that I became aware of the document was when I was reviewing the Hailesboro Administrative Docket A2011-72. I went to the Hailesboro NY Post Office and verified that it the document is filed in the Hailesboro NY Docket 1365949-13645 Official Record at the Hailesboro, NY Post Office. The document was never posted on the door at the Hailesboro New York Post Office for the Public to review it. Was this document supposed to be posted for Public viewing?

j) There is a document located on Page 29 of the Hailesboro Administrative Record Docket A2011-72 (which is between Item #18, page 1 and Item #19, page 1) that is dated June 24, 2011 of which refers to the Fishers Landing NY Docket #1363430 – 13641 , Item 18a. This document has nothing to do with the Hailesboro, New York Post Office and should not of been filed in the Hailesboro NY Docket 1365949-13645 Official Record at the Hailesboro, NY Post Office or in the Hailesboro Administrative Record Docket 2011-72.

In closing, as proven, there are several major discrepancies between the Hailesboro Administrative Record Docket A2011-72 and the Hailesboro NY Docket 1365949-13645 Official Record filed at the Hailesboro, NY Post Office.